

FAQs on Membership Renewal, ISCA+ Points and Office Closure

1) Why should I renew my membership early?

Renewing your membership early comes with great benefits:

1 Special Early Renewal Bonus:

Earn up to **2x** bonus ISCA+ Points, on top of your usual renewal points, when you renew your membership ahead of time before 31 December 2025! This is a fantastic way to maximise your points and unlock even more exciting rewards.

2 Avoid Late Fees:

A late payment fee of \$30.00 (subject to GST) will apply for payments received after 28 February. Renewing early helps you save money and ensures uninterrupted access to all your member privileges.

Take advantage of the early renewal period to enjoy bonus points, peace of mind, and continued access to ISCA's full range of benefits!

Click [here](#) for more information.

2) How do I check my ISCA+ points?

You can check your ISCA+ Points and redeem exciting rewards in just a few steps:

- 1** Log in to the ISCA Member Portal <https://eservices.isca.org.sg/>
- 2** Click "ISCA+ Points" icon on the top left hand menu to check your points balance and validity



3) How do I redeem my points?

Members may redeem:

- 1) **ISCA Merchandises** in person at ISCA House (Mon–Fri, 8:30am–5:30pm); or
- 2) **Gift vouchers** [online](#) (subject to sufficient ISCA+ points balance).

4) What rewards can I get?

Here is the selection of rewards based on tiered points balance:

- **2,000 pts: Coffee Mug, Travel Cable Set**
- **3,000 pts: TSA Travel Lock, Porcelain Cup, ISCA Plush Bear**
- **4,000 pts: Duffel Bag, Laptop Bag**
- **6,000 pts: \$20 Gift eVoucher**
- **8,000 pts: \$40 Gift eVoucher**

Click [here](#) to view the latest selection of rewards

Please note that all items are subject to stock availability, and ISCA reserves the right to amend the rewards at any time.

5) When is the ISCA office closed?

Please note that ISCA Office will be closed from **24 Dec 2025 (PM) to 4 Jan 2026**. We will resume operations on 5 Jan 2026.

During this period:

- The [eServices Portal](#) and online resources remain available.
- However, the eServices Portal will undergo maintenance from 31 Dec 2025, 6:00 PM to 1 Jan 2026, 2:00 AM and may be temporarily unavailable.

****Important****

To avoid any inconvenience, we encourage you to renew your membership early and redeem any expiring points at ISCA House before **24 Dec 2025**, as the office will be closed after that date.

6) I am based overseas. How can I redeem gifts at ISCA House?

If you are based overseas and wish to redeem a physical gift at ISCA House, you have a couple of convenient options:

- **Authorise someone in Singapore:**
You may authorise a friend, family member, or colleague in Singapore to collect the gift on your behalf at ISCA House.
- **Redeem Vouchers Online:**
If you have sufficient ISCA+ Points to redeem eVouchers, you can complete the redemption [online](#). Once you receive the voucher link, you are free to use it yourself or share it with someone you wish to gift.